

VIRGINIA RELAY SERVICE
Customer Contact Report
(December, 2001)

I. Commendations	Voice	TTY	Total
CA/OPR Related	4	2	6
Relay/OSD Related			
Other			
Total Commendations	4	2	6
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner		1	1
Typing Skill/Speed			
English Grammer			
CA Hung up on me		1	1
Other (CA/OPR)			
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate		1	1
Scope of Service			
Other (Misc)			
Total Complaints		3	3
III. Inquiries/Comments	Voice	TTY	Total
General Information	5	1	6
Outreach/Marketing			
Explain Relay	3		3
TTY Distrib/Purchase			
LEC Service			
Billing/Rate	4	2	6
Computer Settings		1	1
Technical Related		1	1
Other	4	9	13
Total Inquiries/Comments	16	14	30
Grand Total	20	19	39

AT&T PROPRIETARY
Use Pursuant to Company Instructions